



STARWOOD
PET TRAVEL



18 Questions to Ask Pet Transport Companies

1. What licenses do you have?
2. Are you a member of the International Pet and Animal Transportation Association (IPATA)?
3. How long have you been transporting pets?
4. What kind of experience do you have shipping the type of pet I have?
5. What are your policies and procedures?
6. How often will you stay in touch with me during my pet's trip?
7. What are your fees and what services does this include?
8. How often are animals let out once they are in their travel kennels?
9. What happens to pets who stay overnight?
10. What can I pack with my pet?
11. Will you give me references I can call for people who have used your services?
12. Where can I find reviews for your services?
13. Will you take care of my pet's medical needs?
14. How can I prepare my pet for the move?
15. Will my pet be quarantined in my destination country?
16. What other vaccinations are required or recommended?
17. Are you experience in transporting pets with special needs (i.e. senior pets, pets with pre-existing conditions, pets with behavioral issues, etc.)?
18. Are you a moving company that only moves animals or do you ship other things as well?